(b) Sir, It is submitted that the Post Office has not become redundant anywhere in the world. The technological advancements and cyber related transmission would rather strengthen and revitalize the postal infrastructure.

(c) and (d) Sir, Some herbal and indigenous drug companies have approached the Postal Circles to sell their herbal and medicinal products through the post offices. The Postal Circles have made arrangements with those companies for sale of their products through select post offices.

The details are as under:

Sl. No.	Name of the Circle	Details
1.	Andhra Pradesh	Tie up with M/s Sriram Gopalraju Pharma (P) Ltd., Putur, for sale of Dr. K. Gopalraju's Puttur Thailam through all Head Post Offices in the Circle with effect from 03-12-2007.
2.	Maharashtra	The sale of herbal medicines of M/s Herbolab (I) Pvt. Ltd. is being undertaken through 125 post offices in Mumbai region of the Circle.
3.	Uttarakhand	Sale of herbal health products of Divya Pharmacy of Divya Yog Mandir Trust through the branch post offices of the Circle on a test basis.

Inefficient services of MTNL

†3258. SHRI PYARELAL KHANDELWAL: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that in spite of exhausting plenty of resources the services (mobile and land line) being provided by the MTNL in the National Capital is far behind in comparison to the private service providers;

(b) whether it is also a fact that the net work of Dolphin and Garuda (mobile phone) of the said company remains non-functional most of the time and unnecessary cables/lines have not been laid in the rural parts of Delhi;

(c) if so, the reasons therefor; and

(d) if not, the comparative details (regarding mobile phones) thereof and the details of the areas which are technically not feasible?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA): (a) No, Sir. MTNL has got a market share of 20.46% in its service area on 29.02.2008.

(b) to (d) The Dolphin and Garuda network of MTNL are functioning satisfactorily. There is no technically non-feasible areas in MTNL Delhi. The following steps have been taken by MTNL to further improve its coverage.

(i) MTNL, Delhi has recently commissioned 750K GSM lines in 2007-08. This has removed congestion in the network.

†Original notice of the question was received in Hindi.

3800RS—3A

(ii) 146 Base Transceiver Stations (BTSs) have been added in 2007-08 in Delhi and NCR.

(iii) 123 BTSs in NCR have been upgraded with higher power/capacity BTSs in 2007-08.

(iv) Additional 120 BTSs are planned to be added in Delhi in 2008-09 to improve coverage and capacity.

Controlling of unwanted calls

†3259. SHRI LALIT KISHORE CHATURVEDI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) the details of provisions made by TRAI to check unwanted calls;

(b) whether the above provisions would apply uniformly to mobile, W.L.L. and basic phones;

(c) the details of rules to be applicable to telemarketing companies in the above context; and

(d) the details of complaint/action mechanism available to a consumer in this regard at local level?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI JYOTIRADITYA MADHAVRAO SCINDIA): (a) The Telecom Regulatory Authority of India (TRAI) has issued 'The Telecom Unsolicite Commercial Communications Regulations, 2007' dated 5th June, 2007 and its Amendment 'The Telecom Unsolicited Comercial Communications (Amendment) Regulations, 2008' dated 17th March, 2008. The provisions for checking the unwanted calls are detailed under Regulation 16 and 17 of the said Regulations. Salient features of these Regulations are given in Statement-I (*See* below).

(b) Yes, Sir.

(c) The Rules applicable to Telemarketing Companies are covered under Regulations 13, 14 and 15 of 'The Telecom Unsolicited Commercial Communications Regulations, 2007' dated 5th June, 2007. Salient features of these Regulations are given in Statement-II (*See* below).

(d) As per sub-Regulation (1) of Regulation 16 of the Telcom Unsolicited Commercial Communications Regulations, 2007, in case, any subscriber receives Unsolicited Commercial Communication (UCC) even after expiry of forty five days from the date of his request for registration in the National Do Not Call Registry, he should make a complaint to his service provider mentioning the call originating number, date/time of the call and the type of commercial message within 15 days from the reciept of UCC. The subscriber should insist for the complaint number, which should be kept for further reference. The action to be taken by the service provider on the complaint of the consumer is given in sub-Regulation (2) to (4) of Regulation 16 of the Telecom Unsolicited Commercial Communications Regulations, 2007 dated 5th June, 2007.

†Original notice of the question was received in Hindi.